Maxwell Ndiangui

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EDUCATION

Wilfrid Laurier University **October 2024**
Bachelor of Science, Concentration in Computer Science *Waterloo, ON*

- Member of Laurier Computing Society
- Member of Black Students Alliance

WORK EXPERIENCE

Freelance **Dec. 2023 – Current**
Email Developer *Remote*

- Designed and coded responsive HTML emails using best practices for various email clients, ensuring cross-platform compatibility
- Maintained detailed project documentation, including code comments and version control, to streamline future updates and modifications.
- Troubleshot and resolved rendering issues across different email clients, improving the visual consistency of email campaigns

Mini Mall Storage Company **Jan. 2024 – Current**
Storage Tech Specialist *Cambridge, ON*

- Spearheaded the implementation of a new inventory management system, resulting in a **30% reduction** in processing time for customer check-ins and check-outs.
- Streamlined technical support processes, reducing average response time by **40%** and boosting customer satisfaction scores by **25%**.
- Implemented advanced analytics to monitor customer behaviors, leading to a **20% increase** in customer retention through targeted marketing campaigns.

iFunza **Oct. 2020 – Dec. 2023**
IT Administrator/Tech Lead *Remote*

- iFunza is a mobile learning platform designed to provide accessible and interactive educational content, primarily focused on Kenyan students.
    - As IT Admin/Tech Lead, I managed and maintained systems for our team, resulting in increased efficiency and productivity.
    - Led a team to overhaul iFunza's IT infrastructure, resulting in a **30% reduction** in downtime and a **20% increase** in system reliability.
    - Conducted regular user feedback sessions and implemented improvements based on feedback, resulting in a **20% increase** in user satisfaction scores.
- Collaborated with cross-functional teams to resolve technical issues and provide support for various projects.
- Successfully led multiple IT projects from conception to completion, meeting deadlines and staying within budget constraints.

SKILLS, INTERESTS, FRAMEWORKS, & TECHNOLOGIES

- **Skills:** Systems administration, Troubleshooting hardware and software issues, IT project management, Strong communication skills, Multitasking, Time management, Digital Marketing, Analytics and Data Interpretation
- **Interests:** Huge Basketball Fan, Sneaker Fanatic, Passionate about Entrepreneurship, Travel Buff, Gamer
- **Frameworks/Technologies:** HTML, CSS, AMP script, JavaScript, SQL, Salesforce, Java, Python, Git, Litmus